



## 6 States, 7.6M Retail Customers, 1 Goal: Agile, Inclusive Growth

Business trends are fleeting, and prompt enterprises to improve at pace for competitive value. So, when our client wanted to apply innovation, transformational strategies, and digital enablement to swim with the tide and transform its operational efficiencies, we knew that this disruptive solution was poised to have a lot of sparks.

### Snapshot

**Challenge:** Obsolete, manually-driven ordering system incapable of handling concurrent orders and leading to crippled customer operations; no standardized interface for disparate systems of companies acquired through mergers and acquisitions.

**Solutions:** Deployed a centralized, cutting-edge solution for facilitating order tracking and management and expedite response times; re-engineered legacy systems; implemented a standardized solution for combining disparate systems into one, unified ecosystem.

**Benefits:** Improved customer engagement; increased orders per minute; boosted user experience; leveraged intercompany operations; digital-friendly growth

### Key Challenges

1. At a time when everything is predominantly digital, the existence of saturated, non-digitized systems doesn't augur well for the growth ambitions of an enterprise. Our client was dealing with an incompetent, manual-based work management system, which hampered efficiency.
2. The company had an aggressive growth strategy based on mergers and acquisitions. With several disparate systems coming under their ambit, the problems of operational inefficiencies, complex interactions, and identity divide became staggering.
3. Different jurisdictions had their own systems, applications, processes, and design principles. They were working parallelly, but not in conjunction with each other.

# Our Solution

We deployed a centralized, robust, and automated work management system while enabling the new-age capabilities of mobile and cloud integration. The solution simplified order tracking and management, reduced response time to customers, and improved scalability to address the changing business requirements.

Our team also undertook standardization of disparate processes and design principles across various jurisdictions and sister concerns. All elements were implemented in adherence to top-down SOA paradigm while applying the best of industry and design practices. The approach helped the client configure a single workflow environment for multiple business units, bridge procedural gaps, and ensure operational consistency.

The legacy distribution and outage management systems were revamped in an effort to integrate all digital systems and build agile IT resources. This facilitated our client in leveraging the scope of working of the existing systems while harnessing the potential of new, digital touchpoints to accelerate productivity and expedite tasks in the fastest time possible.

Outcomes included

**Operational savings**  
to reach

**\$100 million**



**Our client is a distinguished electric power holding company in the United States, providing electricity to a whopping 7.6 million customers in six states. They own and operate a diverse range of power generation assets across North America, and run with a portfolio of renewable energy assets.**

## Business Benefits

- Greater efficiency due to automated, streamlined processes
- Top-line growth aligned with new-age digital capabilities
- Engagement and user experience improved due to reduced response time
- Seamless intercompany operations for collaborative gains

## We can't wait to tell you more

Whatever business you're in, whatever problem you have, we have the experience and together we can create a solution. All you have to do is contact us when you're ready to experience Infinite Possibilities with Technology



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